

Complaints and Grievances Form

Lead Institute will acknowledge your complaint in writing, including the outcome. Please refer to our Complaints and Grievances Policy and Procedure before completing this form.

Section A – student to complete		
Personal details		
Date:	Course Name:	
Student Name:	Course Start Date:	
Student Number:	Student Address:	
Trainer Name:	Student Contact Number:	
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Complaint/Grievance Details - Please provide as much detail as you can for your		
Complaint/Grievance application.		
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Student Signature:		
Section B – Lead Institute Trainer/Customer Relations to complete		
Complaint/Grievance Resolution Details - <i>Please provide as much information as possible</i>		
regarding the resolution that has been offered to the student.		
Complaint/Grievance Outcome		
Complaint/Grievance satisfactorily resolved	?	
If "No", provide more information of what is still required:		
If "No", provide more information of what is still required:		
Date set for next Complaint/Grievance Process:		
Trainer/Customer Relations Signature:	Date:	
Student Signature:	Date:	



Section C – Lead Institute Administration to complet	e (tick off the completed actions)
File Note made in Learner Management System	
5,	
Information has been added to the Complaints Register	🗌 Yes 📃 No
Administration Name:	
Administration Name:	
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Administration Signature:	Date:
Section D – Lead Institute Management Representati	
What was the final outcome of the Complaint/Grievance?	?
What has this incident revealed about the RTO's current	policies and procedures? Where
can improvements be made?	
RTO Representative Name:	
RTO Management Signature:	Date:
	Date.
Section E – Lead Institute Administration to complete	e (tick off the completed actions)
File Note made in Learner Management System	
Information has been added to the Complaints Register	🗌 Yes
Administration Name:	
Administration Signature:	Data:
Administration Signature:	Date: